

## **Collin, A.C., Asistencia a Migrantes en Oaxaca**

### **Code of Conduct**

**Collin is committed to creating a safe and respectful environment for everyone.**

This code of conduct outlines the expectations for all Collin volunteers. The well-being of those we serve always comes first.

Collin volunteers work with people on the move and the local community to create a positive and supportive environment. To achieve this, Collin ensures that all interactions focus on transiting people's physical and psychological safety and well-being within the wider Oaxacan context. This Code of Conduct outlines how Collin puts this policy into practice.

#### **Respect and Dignity:**

- Treat people we serve with respect, regardless of their background and status, including but not limited to nationality, gender, sexual orientation, religion, race, ethnicity, socio-economic condition, mental or physical conditions or appearance.
- Avoid any actions that could exploit, manipulate, or endanger people on the move.
- Maintain appropriate physical boundaries and avoid physical contact unless you have obtained true consent. In this specific circumstance, consent is always verbal. If there is a need to make physical contact, verbal consent must be obtained. (Examples: Please may I help you up? / To give you this \_\_\_\_, I am just going to move this, is that okay?)

#### **Cultural Awareness and Sensitivity:**

- Be mindful of cultural differences and avoid imposing your own beliefs or practices.
- Avoid behaviors that could be offensive in other cultures. This may include holding hands, sticking out the tongue, hand signals, etc..
- Practice active listening and try to understand the experience of people on the move.
- Be patient and respectful when there are language barriers.
- Feel free to practice your Spanish, but refrain from using this opportunity primarily to further your own language-learning goals.

#### **Safety & Security:**

- Uphold the privacy and confidentiality of all information shared by others.
- Follow all Collin policies and procedures as outlined in volunteer training.

- Ensure you have a full understanding of Collin's safety and security guidelines and complete the Community Agreement.
- Report any security and safety concerns (e.g., misconduct, mistreatment, exploitation, harm or potential harm) to the Executive Director and the Volunteer Training Coordinator immediately.
- Wear the Collin identification badge during shifts.
- Abstain from giving personal money or resources to people on the move. Direct people to Collin's other resources instead. Contact the Grants & Fundraising Committee for more information on monetary donations.
- Do not take photos or videos of people on the move or other volunteers while representing Collin, unless specifically authorized by the Executive Director. A Video/Photo Release form must be obtained from each person photographed (the adult guardian for minors) prior to any picture or video being taken.
- Use social media responsibly. Confirm with the Executive Director if you would like to post an image taken whilst on shift for Collin, and avoid posting any information that could identify individual people on the move.

**Professionalism:**

- Arrive on time for shifts and fulfill assigned duties to the best of your ability.
- Be professional and courteous in all interactions with people on the move, people in passing, volunteers, and Collin staff. Please do not bring along anyone who has not signed the Collin Community Agreement, and completed the required training modules.

**Consequences of Breaches:**

- Violations of this code of conduct may result in disciplinary action, up to and including termination of status.

**Commitment to Ethical Volunteering:**

By working with Collin, you agree to abide by this Code of Conduct. Your commitment to ethical assistance is essential to ensuring the safety and well-being of all the people whom we serve.

**Thank you for your dedication to Collin's mission!**